

County of Santa Clara
Santa Clara Valley Health and Hospital System
Emergency Medical Services Agency
Surveillance Use Policy

Mobile Area Routing & Vehicle Location Information System
(MARVLIS)

This Surveillance Use Policy is for the sole use of the [Emergency Medical Services \(EMS\) Agency](#).

~~Mobile Area Routing & Vehicle Location Information System (MARVLIS)~~

1. Purpose

Mobile Area Routing & Vehicle Location Information System (MARVLIS) is a web-based analytic system made available to the [County EMS Agency](#) by its emergency ambulance [service contractor](#), Rural/Metro of California, Inc. MARVLIS is used to automatically locate ambulances/first responder vehicles and provide responders with event details, mapping, and routing to the scene of a call. MARVLIS monitors real-time demand data, ambulance/first responder vehicle location, computer-aided dispatch (CAD) information, traffic congestion, and vehicle status to provide a complete overview of the effectiveness of resource deployment in the EMS System. The EMS Agency has view-only access to the information in MARVLIS.

2. Authorized and Prohibited Uses

The ~~standard~~[primary](#) use of MARVLIS ~~and its data~~ shall be [for EMS Agency staff](#) to locate and dispatch the closest ambulance/first responder vehicle to the scene of an emergency.

~~Authorized~~[It shall also be permissible for MARVLIS and its data to be used for only the following limited purposes:](#) [authorized County EMS Agency staff](#) may ~~also~~ review real-time and historical data to ensure service quality and emergency-response-time compliance.

~~Information obtained may~~[For example, it shall be permissible for MARVLIS data to](#) be used for quality improvement activities, contract compliance monitoring, and administrative investigations.

~~EMS Agency employees~~

~~It shall not use be prohibited for~~ MARVLIS or ~~share MARVLIS its data to be accessed or shared~~ for personal, ~~or other~~ non-[County](#) business purposes. [MARVLIS and its data shall not be used to harass, intimidate, or discriminate against any individual or group.](#)

3. Data Collection

See Section 1 of this Policy. MARVLIS ~~collects real-time~~ shall collect ambulance response and transport data. ~~Historical data can be retrieved, evaluated and used to conduct quality improvement activities-, including ambulance-responder vehicle-location data, event details, mapping, and routing information.~~

4. Data Access

Access to MARVLIS ~~real-time~~ data shall ~~be through password-protected technology and shall~~ be restricted to County EMS Agency personnel ~~in the performance of their assigned duties of EMS System management.~~

5. DATA STORAGE AND PROTECTION

5. Data Protection

All ~~stored~~ data generated and retained in MARVLIS ~~is~~ shall be stored in a location maintained by Rural/Metro of California, Inc., ~~which is~~ accessible ~~to only to~~ authorized employees of Rural/Metro of California, Inc. and configured to prevent unauthorized modification, duplication, or destruction of data. ~~Access to real-time MARVLIS data shall be password protected.~~

5.6. Data Retention

MARVLIS data ~~is~~ shall be maintained and retained for the duration of the Emergency Medical Services Agreement between Rural/Metro of California, Inc. and the County of Santa Clara, which ~~will expire~~ expires on June 30, 2019, unless earlier terminated or extended.

6.7. Public Access

Public requests for data will be promptly submitted to the County EMS Agency's CPRA (California Public Records Act) Coordinator for handling. ~~Reasonable efforts will be made to preserve the data requested until the~~ If a CPRA request ~~has been processed.~~

~~Public requests, subpoena, or court order is issued for MARVLIS data will, the data shall~~ be made ~~available~~ public or deemed exempt from public disclosure pursuant to ~~the extent~~ required by state or federal law, ~~and~~ after ~~consulting~~ consultation with the Office of ~~the~~ County Counsel ~~as needed.~~

7.8. Third-Party Data-Sharing

~~It shall be permissible for data~~ obtained from MARVLIS ~~may~~ to be requested by law enforcement or a third party seeking compliance with a court order or subpoena. In those circumstances, the request shall be reviewed by the County EMS Agency Director, who may seek assistance from the Office of the County Counsel to ensure that data may be provided in accordance with the law.

8.9. Training

~~Personne~~County EMS Agency personnel involved in using and reviewing data shall be appropriately trained and informed of the policies that affect their responsibility, including this Surveillance Use Policy. Training on the use of MARVLIS shall be provided by the County EMS Agency.

9.10. Oversight

The County EMS Agency Director and/or ~~its~~written designee(s) shall oversee MARVLIS access to monitor compliance with this Surveillance Use Policy, designate in writing personnel who shall have access to MARVLIS, and ensure that access to the data complies with authorized uses.

Any employees found to have violated this Surveillance Use Policy ~~may~~shall be subject to possible discipline. Alleged violations of the Surveillance Use Policy shall be reviewed by the County EMS Agency Director and/or their designee(s) with the assistance of the Labor Relations Department and the Office of the County Counsel.

Approved as to Form and Legality

Rob Coelho
Office of the County Counsel